

# Child, Youth and Family Residential Care Regulations Inspection 2016 Report – Summary of Findings

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## Te Oranga Residence

Te Oranga is a care and protection residence located in Christchurch which provides 24-hour safe and secure care for up to ten children and young people (mokopuna) aged from 10–16 years.

Staff (kaimahi) at the residence aim to provide mokopuna with the best possible opportunities to improve their life outcomes and realise their potential. To help achieve this, Child, Youth and Family provides:

- a safe, structured environment which maximises learning opportunities
- evidence-based programmes to stabilise and address behaviour
- assessments which inform planning and interventions to meet the individual needs of each mokopuna
- practice and relationships that are informed by the values, beliefs and protocols of family and whānau
- interventions that engage mokopuna in a supportive, constructive process of change
- a comprehensive plan to successfully transition mokopuna back into education, training or employment opportunities and to permanent and stable care.

Over 60 full-time permanent kaimahi work at Te Oranga, which is one of four care and protection residences run by Child, Youth and Family in New Zealand. The other three are Whakatakapokai in Auckland, Puketai in Dunedin and Epuni in Wellington.

## Background

Child, Youth and Family provides residential care for a number of mokopuna under section 364 of the Children, Young Persons, and Their Families Act 1989 (the CYP&F Act).

Kaimahi provide 24-hour care and custody for some of the most challenging and vulnerable mokopuna who are admitted when there is a concern for their safety, or if their continued behaviour in the community is putting themselves or other people around them at significant risk.

## Inspection Reports

Each residence is assessed every calendar year by the Office of the Chief Social Worker to ensure:

- compliance with the regulations as specified in the Children, Young Persons, and Their Families (Residential Care) Regulations 1996 (the Regulations)
- compliance with section 384 of the CYP&F Act
- the provision of safe, appropriate care for mokopuna.



A report is produced summarising the findings of the inspection. The report focuses on the strengths and areas for improvement identified, and residences are required to develop a response to the report that addresses the inspection findings.

## Inspection summary as at May 2016

### Scope

The Regulations are about the safety and wellbeing, and upholding of the rights, of mokopuna placed in a Child, Youth and Family residence. They also outline expectations about management and inspection of the residences.

Each inspection covers the six parts of the Regulations, namely:

- Part 1: Rights of children and young persons in residences
- Part 2: Limitations on powers of punishment and discipline
- Part 3: Management and inspection of residences
- Part 4: Searches
- Part 5: Secure care
- Part 6: Records.

Child, Youth and Family expects that its services operate professionally and comply with its legal and regulatory obligations. As an organisation, we continuously seek opportunities to do things better, and enhance the quality of services for mokopuna. This includes identifying and managing any risks to our service delivery early, effectively and at the right level.

There are a total of 328 provisions within the Regulations and section 384 of the CYP&F Act. Two of these provisions are deemed not applicable across all residences. The remaining 326 provisions will not apply to every residence on every occasion.

Due to the nature of some regulations, non-compliance in one area can mean automatic non-compliance with other regulations, as they are inherently linked.

### Areas of strength

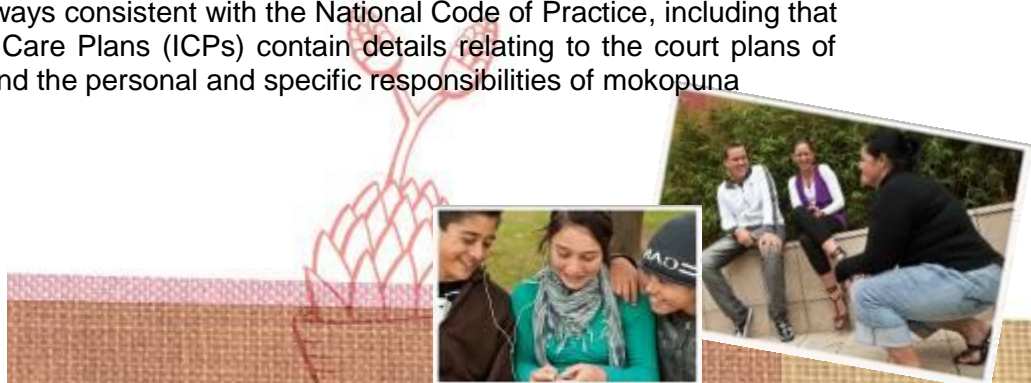
Areas where we found evidence of good practices and processes that are promoting the wellbeing and safety of mokopuna included:

- strong leadership and a focus on quality practice from the residence manager
- short stays for mokopuna in secure care
- promoting the personal privacy of mokopuna
- comprehensive health and education services for mokopuna
- clear contact lists for whānau and strong rationale around supervised contact.

### Areas for improvement

Areas for improvement identified during the inspection included ensuring that:

- practice is always consistent with the National Code of Practice, including that all Individual Care Plans (ICPs) contain details relating to the court plans of mokopuna, and the personal and specific responsibilities of mokopuna



- training on the National Code of Practice standards is developed and implemented, to ensure the following areas for improvement are addressed:
  - a safe environment and protective care are provided to ensure the safety at all times of mokopuna in the residence
  - the requirements of ICPs are met, including that each mokopuna's ICP is individualised to reflect their unique needs and risks
  - the residence's behaviour management system (BMS) programme is coherent and consistent (the BMS programme aims to motivate the positive behaviour of mokopuna and manage challenging behaviour)
  - Non-Violent Crisis Intervention (NVCI) approved techniques and restraints are used
- all kaimahi who work with mokopuna have current NVCI certification
- when kaimahi consider the use of force is reasonably necessary (for example, to protect a mokopuna or another person from injury, or prevent a mokopuna from absconding), restraints are NVCI-approved and used only by NVCI-certified kaimahi. The inspection team recommended that the residence manager implement a process of routine CCTV review when a restraint has been used, to monitor practice in this area
- the compliance monitoring system consistently identifies areas for improvement, all kaimahi understand their role in ensuring services meet the requirements of the Regulations and the CYP&F Act, and areas for improvement are routinely discussed at leadership team meetings
- a tangata whenua panel member is appointed to the Grievance Panel
- the Security Management Plan is updated on a six monthly basis
- the Emergency Management Plan contains a prioritised list of hazards and is updated at least every six months, and evacuation exercises are undertaken at least every three months
- grounds for searches, and details of seized items and the actions taken with them, are recorded in the daily log, and a system developed to monitor practice in this area
- all kaimahi are aware of the secure care practice and recording requirements and the compliance monitoring system highlights and amends gaps in a timely manner.

### Service delivery response

In response to the identified areas for improvement, Child, Youth and Family has taken the following actions at Te Oranga:

- Implemented a system to monitor ICPs, with a focus on ensuring they contain details relating to the court plans of mokopuna, and the personal and specific responsibilities of mokopuna.
- Delivered training for kaimahi on the use of NVCI-approved techniques and restraints.
- Instigated routine reviews of CCTV footage and incident reports to monitor the use of NVCI-approved restraints.
- Delivered training for kaimahi on recording requirements.



- Enhanced the compliance monitoring system to adequately identify and address areas for improvement.
- Reviewed and updated processes and documentation regarding the security and emergency management plans.

